

**Office of Land Survey**  
**Department of Licensing and Regulatory Affairs**  
P.O. Box 30254, Lansing, MI 48909

**Troubleshooting Remonumentation Data Entry**

This information is provided to assist users encountering difficulties when accessing the Remonumentation Data Entry database or Statewide Search for Remonumentation Data. Errors are most often caused by outdated software, hardware changes, or routine maintenance performed on the State's servers.

The following is a list of solutions that most often correct the problems.

1. Allow State Server Updates:

- a. You must turn off any virus protection or spam blocker software to allow the State's updates to download to your computer. Stand-alone desktops most often will have one or more icons in the lower right corner of your desk for any virus protection or spam blocker software programs. Right click on each of them to turn them off as prompted. Users with desktops connected to a server may need to contact your internal IT staff for assistance.
- b. You can reactivate the software after successful access to the database. You should not encounter the problem again until there are additional changes in software, hardware or the State performs maintenance updates.

2. Delete all Temp Files and Cookies

3. Java Software: Until further notice from the Michigan Department of Technology, Management and Budget, your Java software can be no later than version 6. If you have

Java 7 or any later updates, you will need to uninstall it and download Java 6 again for the database to work. Any Java software needs can be addressed at their website: [www.java.com](http://www.java.com), or you can go to [www.oldapps.com](http://www.oldapps.com) as well to get older software versions.

NOTE: When downloading Java 6, you will need to download a version that has later updates, through at least the 40's in order to make it work.

4. Empty All Jinitiator Cache Files:

- a. Go to Start, Settings, Control Panel, and click on EACH "Java Initiator" file
- b. Open each "Java Initiator file (will have numbers in the name) file
- c. On the next screen, click on "Cache" tab and click on "Clear JAR Cache."
- d. Then close out of the control panel.

5. Internet Explorer: If using Windows **Vista** or **Internet Explorer 7 and later versions**, please use the following link to access the County Remonumentation Data Entry.

<http://www2.dleg.state.mi.us/forms/frmservlet?config=REMON1>

All users with previous operating systems, such as **XP** and **earlier versions** of Internet Explorer should continue to use the following link:

<http://www2.dleg.state.mi.us/forms/frmservlet?config=REMON>

6. If you get a message saying "No plug-in is available to display this content" or "This plug-in is not supported," it may be because you're using an unsupported browser, such as Mozilla. Try using Internet Explorer. NOTE: Counties have reported that Chrome works for Windows XP.